

Leathermarket JMB**Job Title:** Repairs Operative (Wet Trades)**Salary:** L8 - £33,162 to £34,986**Purpose of Job**

A repairs operative will complete specified responsive repairs to Leathermarket JMB's managed properties ensuring that the JMB's repairing obligations (statutory, contractual and discretionary) are met at all times in the completion of the specified repair work. The jobs involve working in both tenanted and void properties and in all communal areas of the blocks and estates irrespective of the weather conditions. Delivery of these responsive repairs will be to a high standard and in a timely fashion ensuring the needs of the tenants are paramount. The post-holder will form an essential part of the JMB's customer focused service delivery and, as such, will always maintain the highest standards in terms of workmanship, uniform, customer care and compliance issues. The post-holder will be part of a team of Repair Operatives/Assistants directly employed by the JMB designed to deliver a more efficient and responsive value for money service than if the service were contracted out to the private sector.

Main Duties and Responsibilities:

1. Carry out any and all responsive repairs as directed by the Repairs Delivery Manager (RDM) but primarily in relation to wet trade works as indicated at the end of this section. At all times recognising the work may be carried out in customers' homes and therefore appropriate procedures in terms of dust sheets, debris clearance, safe working practices etc. are to be adopted at all times.
2. Acting as the Direct Labour Organisation's (DLO's) expert, the wet trades operative will advise others on minor wet trades tasks they are required to perform and will train Repair Assistants on wet trades.
3. To identify the correct materials and tools (in terms of both type and quantity) for each job and to collect and transport materials to site ensuring that all stock/materials audit procedures are adhered to.
4. Carry out any preparatory work needed in the JMB's stores as required. Reporting to the RDM, responsible for storerooms in terms of use, cleanliness and tidiness, compliance with health and safety regulations, security and stock and materials.
5. Liaises with office based JMB staff, residents or their representatives and outside bodies/staff to ensure appointments are kept and access arrangements are handled in a proper and timely manner.

RESIDENTS ARE THE REASON WE ARE HERE

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6. Review the repair work specified both before and during the job reporting back on any additional work required or the need for an alternative design solution. Also, to help diagnose and specify repair work in relation to 'inspect and report back' job tickets.
7. In carrying out these peripatetic duties to ensure that all repairs needed to the JMB's block and estate communal areas are recorded and reported back to the RDM with special emphasis on compliance/health and safety issues such as communal lighting and trip hazards.
8. As and when required to purchase materials and tools, to take delivery and store appropriately materials and tools and to make deliveries.
9. To respond to all emergencies, including those occurring out of core hours, in an appropriate and timely fashion to ensure that conditions are made safe and damage to the JMB's stock/assets is minimal.
10. Ensure that all compliance issues that come to your attention (for example health and safety, vandalism and antisocial behaviour) are identified, documented, reported and remedied in a timely fashion.
11. Take responsibility for any JMB vehicle being used as part of the duties, ensuring it is driven in an appropriate manner, is roadworthy, serviced, clean and tidy. To ensure that it is used to transport personnel, materials and tools to site and to assist in the subsequent clearing of debris from site including its disposal.

Wet Trades work include:

- Repair/renew concrete step
- Renew glazed wall tiles/floor tiles Marley/ vinyl
- Replace paving slabs
- Cut out cracks and make good plaster
- Repair/lay floor screed.
- Relay floor quarry tiles
- Repair/rebuild brickwork/blockwork including repointing
- chimney repairs including brickwork, pointing, flaunching and leadwork/flashings
- Remove plasterwork (walls and ceilings) replaster in bonding and finish coats
- Remove sand/cement render, re render inscratch and finish coats
- Install dry lining
- Concrete work

Job Context

The post holder reports to the Repairs Delivery Manager. However, having a trade (Wet Trades) the post holder will be autonomous in both carrying out repairs on site, the post holder will be expected to work without supervision. In respect of Wet Trades activity the post holder will be expected to train, advise and supervise repair assistants as part of their development. As part of the customer facing workforce, the Repairs Operative (Wet Trades) must maintain the highest standard of a professional tradesperson at all times.

Leathermarket **JMB**

Person Specification

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Salary:- L8 £33,612 to £34,986

Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

Experience

1. Will have at least 5 years' experience of delivering wet trade repairs.
2. Will have at least 2 years' experience of delivering minor responsive multi trade repairs.
3. Experience of working for a social landlord (either directly or contracted) in a demand led environment.
4. Experience of basic stock control systems, compliance regimes and the use of materials, tools and vehicles.
5. Well organised with your own essential tools, you will be able to diagnose and provide a plan scope of works.

Education and Knowledge.

1. Trade City & Guilds/NVQ Level 3 qualification in plastering desirable, but not essential
2. Completed training/obtained certificates in at least two compliance areas including basic health and safety practices.
3. Have a full driving licence.

Skills and Abilities

1. Basic numeracy and literacy to enable post holder to measure and quantify repairs/materials, report back on repair specifications etc.; communicate with other JMB officers, customers and outside agencies.
2. Able to lift materials and tools, climb ladders and stairs, work in confined spaces and outside in inclement weather.
3. Able to diagnose when further remedial repairs are required and quantify in terms of materials, labour and access.

4. Display highest understanding of a customer focused approach including compliance with good practice when working in people's homes and good verbal communication skills.
5. Ability to work to time scales in relation to both attendance on site and repair delivery.
6. Ability to work alone and display self-motivation.
7. Ability to train repair assistants in post holder's trade.

Date Sept 2020